

Revenues Annual Complaints Log 2014/15

Revenues Complaints summary

Total number of complaints	24
<i>Of these 24 complaints:</i>	
Escalations to Chief Executive	1
Escalations to the LGO	3
Complaints resulting in learning points or service improvements	6
Complaints relating to Benefits	6
Complaints relating to Council Tax	10
Complaints relating to recovery action	2
Complaints relating to customer service team	3
Service provided	3

Complaints which resulted in learning points or service improvements

Date	Subject Matter	Action Taken	Lessons Learnt/Process Review/Changes made as result	Date of Response/Closure
05-Jun-	Complaint about lack of	Apologised and account details	Reviewed process of when/why CSU should	16-Jun-2014

Date	Subject Matter	Action Taken	Lessons Learnt/Process Review/Changes made as result	Date of Response/Closure
2014	response to letter and subsequent complaint.	corrected.	refer queries to Revenues.	
23-Jun-2014	Complaint about difficulty of access to planning files in Romsey	Provided clarification and advised of changes made to improve the process.	Hard copies of large developments in the South of the borough will now automatically be held in Romsey CSU, rather than on request only.	25-Jun-2014
02-Sep-2014	Complaint about difficulty getting through to CSU when trying to report a family bereavement	Full apology issued and staff called customer back to resolve reasons for initial call	Additional staff already assigned during peak periods. Recorded message is used to assist.	02-Sep-2014
08-Sep-2014	Complaint that cannot get through to the Council on the telephone	Tried to contact customer and left several messages with apology	Additional staff during peak periods to man the phones but some very busy periods were still experienced	15-Sep-2014
03-Dec-2014	Informed us in July that son moved out to go to University and expected small increase for period in between leaving college and going to Uni. Has just realised that we cancelled Single Person Discount back to date he was 18 and instalments nearly trebled. Didn't receive any notification. Requested refund within 5 days. Proof of son's student status provided	Full apology given. Relevant discounts now awarded and agreed refund and recalculation of remaining instalments January to March.	Procedure for discount review to be updated so that letter is sent to notify of any backdated cancellation, in addition to bill being sent. Letter to include reference to possible discounts that might apply.	03-Dec-2014

Date	Subject Matter	Action Taken	Lessons Learnt/Process Review/Changes made as result	Date of Response/Closure
10-Feb-2015	Email received relating to mis-advice given regarding paying council tax by credit card.	Incorrect advice given by CSU. Apology and full explanation given to customer.	Inexperienced advisor given further training to ensure this does not happen again	17-Feb-2015